

Important Notice

December 2024

Dear Valued Customer,

Discontinuation of (1) new application of DBS Octopus ATM Card and (2) provision of DBS Octopus ATM Card for replacement via DBS digibank HK

What is this Important Notice for?

Thank you for your ongoing support for DBS Octopus ATM Card. DBS Bank (Hong Kong) Limited (the “Bank”) would like to inform you that the new application of DBS Octopus ATM Card and the provision of DBS Octopus ATM Card for replacement via DBS digibank HK will be discontinued, effective from **18 January 2025** (“Effective Date”).

What are the arrangements if I would like to apply for DBS Octopus ATM Card?

Starting from the Effective Date, no new application of DBS Octopus ATM Card via DBS digibank HK will be accepted. If you would like to apply for DBS Octopus ATM Card, please visit our branch for application.

What are the arrangements if I would like to choose DBS Octopus ATM Card for card replacement?

The Bank will only provide ATM card for replacement via DBS digibank HK. If you would like to choose DBS Octopus ATM Card for replacement, please visit our branch to submit the relevant request accordingly.

What if I would like to report loss/block card for my DBS Octopus ATM Card via DBS digibank HK?

You can still report loss/block card for your DBS Octopus ATM Card via DBS digibank HK. You may navigate to “ATM Services” tab after logging in DBS digibank HK, then select “Block Card/Report Loss”. After that, please confirm the details and select “BLOCK NOW” for your DBS Octopus ATM Card.

For more information, please contact our branch staff, visit our website at go.dbs.com/hk-ATMservices-en or contact our Customer Service Hotline at 2290 8888.

If there is any inconsistency between the English and Chinese versions, the English version shall prevail.

Yours faithfully,

DBS Bank (Hong Kong) Limited